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Services

Texas Department of State
Health Services

Vaccine Ordering

Vaccine Management Group



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Ordering Overview

- Provider Ordering
- Local Health Dept/Health Service Region (LHD/HSR) Approving Orders
- Central Office Dropping/Uploading Orders
- Shipping/Delivery/Receipt of Order



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Provider Ordering

- Verify site information
 - Facility name and address
 - Hours of operation
 - Contacts
 - Name
 - Email address
 - Phone and fax
- Receive orders
- Complete wasted/expired reports and transfers
- Complete doses administered
- Complete Inventory C-33
- Place Order

Approving Orders

Required reports

- Temp Logs
- Vaccine Loss reports

Review order

- Review Order amounts
- Ordering over suggested quantity
 - Order over suggested quantity one time or
 - Change MSLs
 - Increase/decrease amounts, keeping to pack size
 - Direct Ship orders
- Check comments for closure dates



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Reviewing Orders

- Ordering over suggested quantity
 - One time order
 - MSL needs to be changed



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Reviewing Orders

- Increasing/Decreasing vaccine amounts
 - Keep to pack size
 - Verify flu doses being ordered
 - Direct Ship orders (Zoster, Varicella and MMRV) may not exceed \$25,000 per order
 - *ITEAMS automatically splits orders containing large quantities of direct ship vaccine*



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Reviewing Orders

Provider comments

- Comments added by a provider to an order, such as closure dates, must be closely scrutinized before approving an order.
- Make certain you check your calendar to determine if the possibility exists that the order will be delivered during closures dates and/or times.
- **Only you will see the provider comments.**



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Central Office

Dropping/Uploading Orders



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- Export provider demographics from ITEAMS
 - Review for errors
 - Upload into VTrckS
- Drop orders
 - Export inventory/orders from ITEAMS
 - Upload inventory/orders into VTrckS

Central Office

Dropping/Uploading Orders



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Breakdown of the 3 business day wait for Central office to drop approved orders

Monday	Tuesday	Wednesday	Thursday	Friday
Provider places order	→			Order dropped by Central office
	Provider places order	→		
Order dropped by Central office				
		Provider places order	→	
→	Order dropped by Central office			
			Provider places order	→
→		Order dropped by Central office		



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Shipping/Delivery

- McKesson

- Shipping distributor
- Uses FedEx for deliveries
- Ships Non-Frozen Vaccines
- Ships Flu Vaccines

MCKESSON



Shipping/Delivery

McKesson has a specific shipping schedule for non-flu vaccines

Order uploaded on

Monday
Tuesday
Wednesday
Thursday
Friday

Order Shipped by

Thursday
Monday
Monday
Tuesday
Wednesday

McKesson has a specific shipping schedule for flu vaccines

Order uploaded on

Monday
Tuesday
Wednesday
Thursday
Friday

Order Shipped by

Tuesday
Wednesday
Thursday
Monday
Monday



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Shipping/Delivery

- Merck

- Manufacturer of vaccines
- Uses UPS for deliveries
- Has up to 15 business days complete deliveries
- Ships frozen vaccine
 - Varicella, Zoster and MMRV (ProQuad)



MERCK



Receipt of order

- Provider Receives Order
 - Physically receives shipment
 - Provider must examine the entire order immediately upon receipt
 - Provider must immediately report any temperature excursion
 - Provider must immediately notify you of vaccine shortages/overages
 - Electronic Vaccine Inventory (EVI)

Ordering Summary



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- Provider Ordering
- (LHD/HSR) Approving Orders
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- Shipping/Delivery and Receipt of Order



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Vaccine Loss Reporting

Vaccine Management Group



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Vaccine Loss

Vaccine Loss Overview

- Types of Vaccine Loss
- Vaccine Loss Report (VLR)
- Deeming Vaccine Loss
- Return Label
- LHD/HSR Guidance



Vaccine Loss

Types of Loss

- Damaged needle/seal
- Drew up dose and parent/patient refused
- Drew up wrong vaccine
- Dropped dose
- Expired
- Failure to store properly
- Mechanical failure
- Natural disaster/power outage
- Refrigerator temperature too cold
- Storage temperature too warm
- Unable to transfer open multi dose vial
- Vaccine spoiled in transit



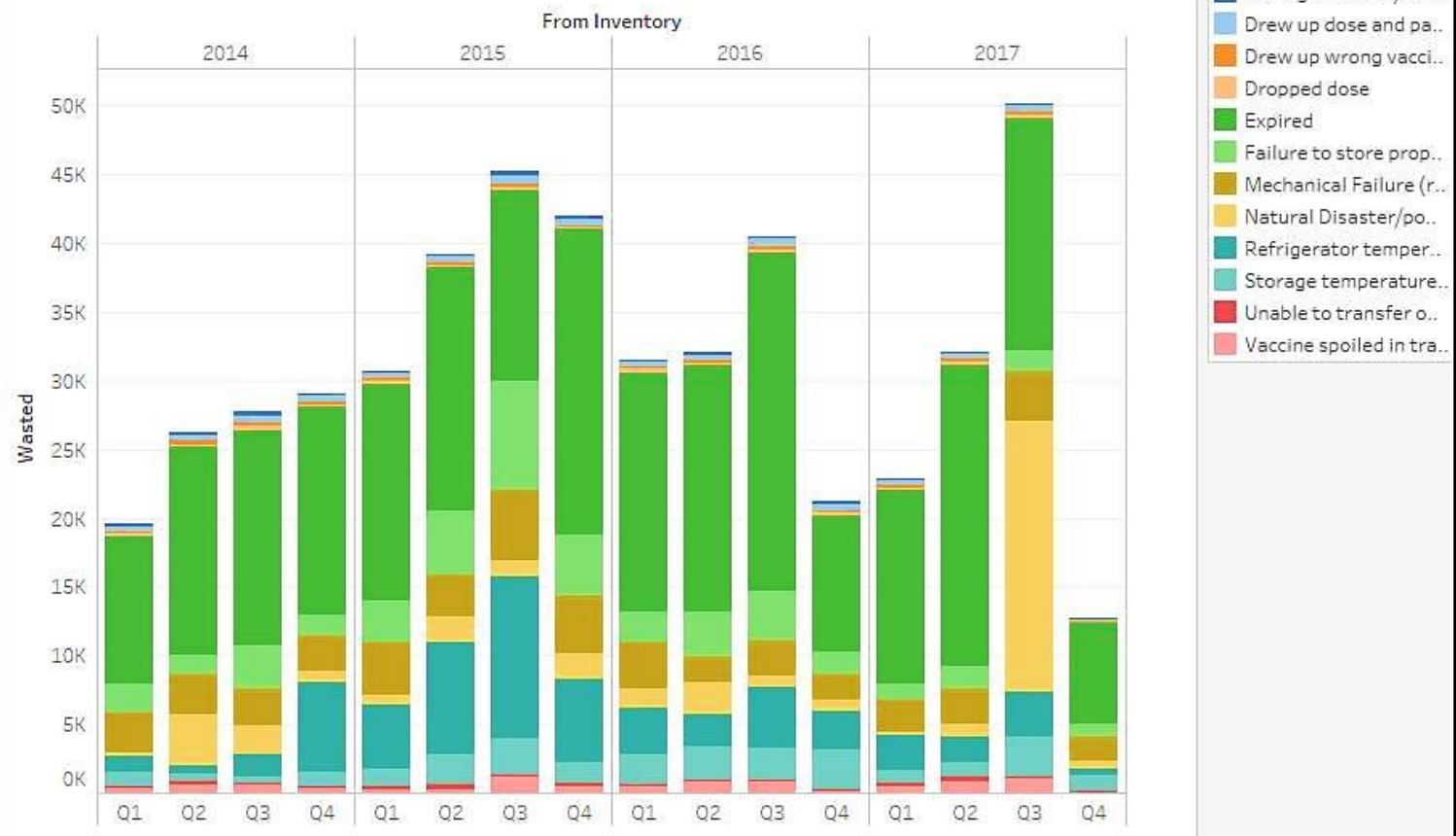
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Vaccine Loss

Vaccine Loss in Doses





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Texas Wasted or Expired Vaccines

47,368,970

PIN: 999966
Facility Name: Test Provider
Address: 1100 W, 49th Street
Ste G-305
Austin, TX 78756

Phone: 5127767763
Contact: Kevin Hall

Explanation of Loss

After drawing up dose to administer to patient, parent of patient refused dose.

Step To Prevent Future Losses

Will better communicate what vaccines we are administering during patient visit.

- ☐ Trained staff to notify risk of END 30 days before expiration for any vaccine that will not be used by the expiration date.
- ☐ Trained staff to rotate stock and use the vaccine with the soonest expiration date first.
- ☐ Trained staff to take immediate action to correct out-of-range temperatures and to contact their HD.

					Reason	Cost
DT (DT), single-dose vial (Ped)	49281-0225-10-P	ABC123	07/14/2017	1.00	Drew up dose and parent/patient refused	\$34.49
TOTAL COST						\$34.49

Instructions:

1. Contact your local or state health department for instructions on how to return wasted or expired vaccine.
2. Do not return open multidose vials, broken vials or syringes, or syringes to which you have attached a needle.
3. Wasted/expired vaccines do not need to be shipped with ice/cold packs.
4. Place a completed copy of this report in the box with the vaccines.
5. Keep a copy of this form for your files.

KH

Completed By

Signature

12/21/2017

Date



Vaccine Loss

Deemed Losses in ITEAMS

Future plans for TVFC: Automated deeming upload in ITEAMS

Choice		Past Orders				Customer Items				
Doses Administered	Provider Wasted/Expired	Temperature	Information	Directions	Schedule	Ship To	Contacts	Priority Groups	Programs	Inventory
Date:	1/2/2017		to	8/3/2017		Filter				
Item Number	Customer Id	Date Time	Item Description	Lot	Expiration Date	Entered By	item_long_desc	Responsibility	Quantity	Wasted Description
49281-0416-50-P		07/06/2017 08:24:00	FLUZONE 0.5 (...)	UT5629NA	06/30/2017		FLUZONE 0.5 (FLU) PF syringe (...)	UnDetermined	-10	Expired
00006-4045-41-A		06/01/2017 08:46:00	GARDASIL (HP...	L040460	05/27/2017		GARDASIL (HPV4), single-dose...	Negligent	-20	Expired
00006-4045-41-P		06/01/2017 08:40:00	*GARDASIL (HP...	L040460	05/27/2017		*GARDASIL (HPV4), single-dose...	Negligent	-15	Expired
46028-0114-02-P		05/02/2017 08:28:00	BEXSERO (ME...	153701A	04/30/2017		BEXSERO (MENB), PF SYRING...	Negligent	-1	Expired
00006-4943-00-P		03/31/2017 08:50:00	PNEUMOVAX 2...	L019836	03/24/2017		PNEUMOVAX 23 (PPSV23), sing...	Non-Negligent	-1	Expired
49281-0589-05-P		03/03/2017 12:42:00	MENACTRA (M...	U5178AA	01/17/2017		MENACTRA (MCV4), single-dos...	Negligent	-16	Expired
49281-0589-05-A		03/03/2017 12:42:00	MENACTRA (M...	U5178AA	01/17/2017		MENACTRA (MCV4), single-dos...	Negligent	-10	Expired
00006-4963-41-A		03/03/2017 12:42:00	ZOSTAVAX (ZO...	L040445	01/15/2017		ZOSTAVAX (ZOSTER), single-d...	Negligent	-10	Expired

Vaccine Loss



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Negligent Loss

Expired

Non-Negligent Loss

Expired

Natural Disaster/power outage

Vaccine spoiled in transit

Mechanical Failure (refrigerator/freezer)

Damaged needle/seal, particulate, discolored, etc.

Unable to transfer open multidose vial



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Vaccine Loss

Loss Upload in the CDC Vaccine Tracking System (VTrckS)

Category: Internet Service

Created At: 11/10/2017 16:24:22

ExIS Return Order Date:

Labels

No. of Boxes *: 1

Label Address:

▼ Items

Edit List

Actions	Item No.	Br...	NDC Code	L	Expiration Date	Quantity	Unit	NDC Description	S	R	Item Category	Ex
	1000	D...	49281-0286-10	.	00/00/0000	3	DOS	DTAP; SDV; 10-pack	R	.	Complaint Item	
	2000	P...	58160-0811-52	.	00/00/0000	4	DOS	DTAP-IPV-HEP B; SYR; 10-pack	R	.	Complaint Item	
	3000	M...	00006-4681-00	.	00/00/0000	1	DOS	MMR; SDV; 10-pack	R	.	Complaint Item	
	4000	G...	00006-4045-41	.	00/00/0000	7	DOS	HPV; SDV; 10-pack	R	.	Complaint Item	
	5000	M...	49281-0589-05	.	00/00/0000	11	DOS	MCV4; SDV; 5-pack	R	.	Complaint Item	
	6000	D...	49281-0286-10	.	00/00/0000	5	DOS	DTAP; SDV; 10-pack	R	.	Complaint Item	
	7000	P...	00005-1971-02	.	00/00/0000	6	DOS	PCV13; SYR; 10-pack	R	.	Complaint Item	
	8000	FL...	49281-0416-50	.	00/00/0000	4	DOS	FLU; SYR; 10-pack (QUAD)	R	.	Complaint Item	
	9000	FL...	49281-0516-25	.	00/00/0000	8	DOS	FLU; SYR; 10-pack (QUAD)	R	.	Complaint Item	
	10000	FL...	58160-0905-52	.	00/00/0000	18	DOS	FLU; SYR; 10-pack (QUAD)	R	.	Complaint Item	

Expand

◀ Back 1 2 Forward ▶



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Vaccine Loss

Provider Notification Email

Dear Sir or Madam,

Your return shipping label for the Vaccine Loss Report (VLR) submitted on 10/13/2017 has been processed. Your site email address will be receiving an email within the next 3 hours from UPS Quantum View: pkginfo@ups.com<<mailto:pkginfo@ups.com>>, which contains the URL to obtain a printable UPS return label (Your site email on record: eloise.potter@dshs.texas.gov). Please include a copy of your VLR and all vaccines listed on that VLR in your package.

NOTE: You may receive multiple shipping labels if you entered a large amount of loss. You are not required to split your vaccines into multiple return packages as long as no single package exceeds 70lbs.

*** This is a system generated message please do not reply ***

For assistance, please contact the TVFC Vaccine Call Center

Phone: 888-777-5320

Email: VacCallCenter@dshs.texas.gov

Please note My email address has changed to reflect @dshs.texas.gov domain. Please be sure to update your contact information with the new address.



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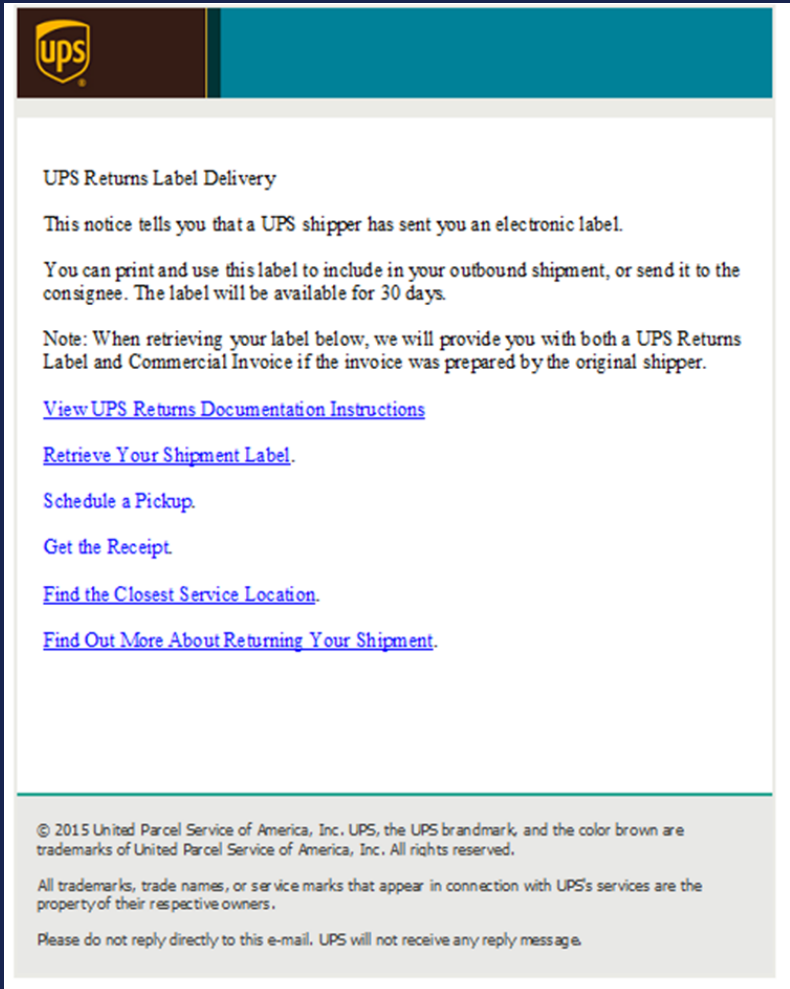
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UPS Return Label

- Emailed to providers from UPS
- Label is valid for 30 days

A screenshot of a UPS Returns Label Delivery notice. The header features the UPS logo on a brown background and a teal bar. The main content is on a white background with black text. It includes a title, an introductory paragraph, a paragraph about using the label, a note about retrieving the label, and several blue hyperlinks. The footer contains copyright information and a disclaimer in a light gray box.

UPS Returns Label Delivery

This notice tells you that a UPS shipper has sent you an electronic label.

You can print and use this label to include in your outbound shipment, or send it to the consignee. The label will be available for 30 days.

Note: When retrieving your label below, we will provide you with both a UPS Returns Label and Commercial Invoice if the invoice was prepared by the original shipper.

[View UPS Returns Documentation Instructions](#)

[Retrieve Your Shipment Label.](#)

[Schedule a Pickup.](#)

[Get the Receipt.](#)

[Find the Closest Service Location.](#)

[Find Out More About Returning Your Shipment.](#)

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Please do not reply directly to this e-mail. UPS will not receive any reply message.



Vaccine Loss

Process Overview

VLR

- Generate within 4 days of loss
- LHD/HSR reviews VLR

Processed

- In ITEAMS by Central Office
- Loss uploaded into VTrckS

Label

- Emailed to Providers
- Valid for 30 days



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Vaccine Loss

Guidance provided by HSR/LHD

- Encourage communication
- 90-day notice of short dated vaccines
- Assist with provider office staff training
- Rotation of vaccine inventory
- Encourage smaller, more frequent orders
- Proper temperature monitoring



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Thank you

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